



## Flying Colours Homework Club – Terms and Conditions

### 1. USER AGREEMENT

- 1.1. Thank you for choosing our Homework Club ("Club/s"). This Club is provided to you by Flying Colours Education Pty Ltd (We, Us or Our).
- 1.2. By attending our Club, you agree to the following terms and conditions. This agreement is undertaken between you and Flying Colours Education. Please read carefully.
- 1.3. Our Homework Club provides a safe, supportive, and productive student meetup out of school hours to assist students in completing their homework and/or assignments.

### 2. GENERAL

- 2.1. All students will require permission from a parent or legal guardian to attend the Homework Club. By registering your attendance with the Homework Club you hereby give permission for your child/children to attend our Centre.
- 2.2. Students must behave in a manner that permits their own learning and that of others. Disruptive, offensive and/or aggressive behaviour will not be tolerated and will result in the student being excluded from the Club. The parent/guardian will be contacted to collect the student immediately. The full fee for that session is still payable.
- 2.3. If a student is late to their registered Club session or leaves early the full fee for that session is still payable.
- 2.4. In the event a therapist cannot attend the Club, a replacement therapist will be provided. If a replacement is not available, a catch-up session will be provided.
- 2.5. Flying Colours Education is only responsible for your child during their Club session in the centre. The parent/guardian is responsible for dropping off and picking up their child on time from the centre. The parent/guardian must be aware that once their child leaves the building, Flying Colours Education is no longer responsible for the safety of their child.

### 3. PASS, PAYMENT & BOOKINGS

- 3.1. Students wishing to attend our Club will need to pre-purchase a pass (single or multi) and register their attendance to the Homework Club.
- 3.2. A single pass provides access to attend one Club session in the current term.
- 3.3. A multi-pass provides access to attend ten (10) Club sessions throughout the calendar year.
- 3.4. **Multi-Pass Clause:** All sessions on a 10-session multi-pass **must be used within the current calendar year**. Multi-passes **cannot be carried over into the following year**. At the start of a new year, if a new multi-pass is purchased, any remaining sessions on the previous year's multi-pass are forfeited.
- 3.5. All payments are to be made via our online booking system on our website.
- 3.6. Students must register by booking into the Homework Club using our online booking system and completing the form at each booking.
- 3.7. Flying Colours Education reserves the right to modify its pricing of the Homework Club with or without notice.

### 4. CANCELLATION & REFUND

- 4.1. Once payment has been received by Flying Colours Education this agreement becomes effective.
- 4.2. If a student is unable to attend their registered session the student/parent/guardian is required to notify Flying Colours Education by SMS (0412 008 195) prior to the session.
- 4.3. If more than 24 hours notice is given, a catch-up session will be provided.



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4.4. If less than 24 hours notice is given, regardless of absence for any reason, the full fee for that session is still payable.

4.5. Refunds will not be provided once a single or multi-pass has been purchased.

## 5. ZOOM

5.1. Homework Club is provided face to face. Zoom will not be offered as an alternative option regardless of the reason (e.g., holiday, sickness, unable to get there).

5.2. If circumstances outside the control of Flying Colours Education prevent this, then the Club may offer Zoom sessions as an alternative option. It is the student/parent/guardian's responsibility to provide suitable resources for this to occur. Parents/guardians are asked to stay close by during the session to provide technical support if required but are requested not to participate unless expressly asked by the teacher/tutor/therapist.

## 6. CHANGES

6.1. These terms and conditions are subject to change.

6.2. Flying Colours Education reserves the right to amend or modify these terms and conditions at any time and will advise students/parents/guardians by email.

## 7. WARRANTIES

7.1. Flying Colours Education is designed to guide and assist students with their homework and assignments and not to complete the work for the student. We make no warranties regarding a student's performance because of their attendance at the Club.